

Food and Nutrition Services: GENERAL Q&A

Hurricane Matthew

1. **Can ABAWDS come back in and apply for regular benefits?** *(Posted on 10/12/2016)*

ABAWD policy still applies to regular benefits.

2. **If a recipient goes to another county with a recertification, can the 2nd county process that recertification for the other county? Or do they need to tell the recipient to take their recertification to the county they live in?** *(Posted on 10/13/2016)*

The 2nd county can process the recertification for the original county, however the 2nd county should not take ownership in NC FAST.

3. **Where should policy questions be sent?** *(Posted on 10/13/2016)*

Send your questions to OST at ost.policy.questions@dhhs.nc.gov . The normal response time is two (2) days unless the response requires further research.

Any questions that are in reference to Disaster benefits or replacement benefits add the word "Disaster" to the subject line of your email. *(Updated on 10/18/2016)*

4. **Can workers in non-affected counties help workers in the affected counties?** *(Posted on 10/13/2016)*

Yes, this effort is being coordinated with the Director's Association.

5. **What number should county agencies provide to clients who have questions?** *(Posted on 10/14/2016)*

Refer them to the EBT Call Center at 1- 866-719-0141.

6. **Because so many clients have been displaced and cannot be reached by phone or mail, can we waive the phone interview requirement?** *(Posted on 10/17/2016)*

No

7. **How should changes reported to a second county by a client from an impacted county be relayed to the client's home county?** *(Posted on 10/18/2016)*

If the client has the ability to return to their home county to report the change, request the client do so. If not, take the appropriate case action related to the reported change as a courtesy to the client and the impacted county.

8. **What guidance can be given regarding political candidates who want to volunteer and/or campaign at county dss agencies?** *(Posted on 10/19/2016)*

Only merit based employees can process replacements or Disaster FNS. All volunteers are subject to the same confidentiality requirements as agency employees; they must sign a

confidentiality statement. It is best to consult with the agency's County Attorney or review your agency's Ethics Rules on this matter.

9. When and how will non-impacted counties, who offered assistance to impacted counties, receive notification that their support is needed? *(Posted on 10/20/2016)*

Through the Director's Association.

10. How will customers be notified of supplemental FNS benefits? *(Posted on 10/24/2016)*

Customers should call 888-622-7328 to check their balance.

11. How should assisting counties track staff time used to support IA county activities? *(Posted on 10/25/2016)*

If doing Disaster FNS would be 891 FS on a day sheet. Counties who are sending staff to others should consider the following:

1. Who is paying the non-Federal Share of the employee's salary and Benefits; and
2. Which county is paying the travel reimbursement?

Information has been shared with Admin staff on coding and claiming costs.

12. Will the rollout of P3 occur as scheduled? *(Posted on 10/25/2016)*

If additional counties are approved for D-FNS, the rollout will be postponed until 11/12/2016. If that occurs, the pilot implementation date will move to 12/1/2016 rather than 11/1/2016. NC FAST will provide additional information to the pilot counties.

13. Should the remaining 35 counties [out of the 66 counties designated by the Governor's office but not designated IA] continue to participate in the daily conference calls? *(Posted on 10/26/2016)*

These counties are encouraged to participate in the conference calls. It is possible that additional counties could receive the IA designation and subsequent approval to operate a D-FNS program.